

Statistical Note: Ambulance Quality Indicators (AQI)

The average and 90th centile response times across all categories for Ambulance Services in England in July 2026 were slower than the times for 2026-27 so far.

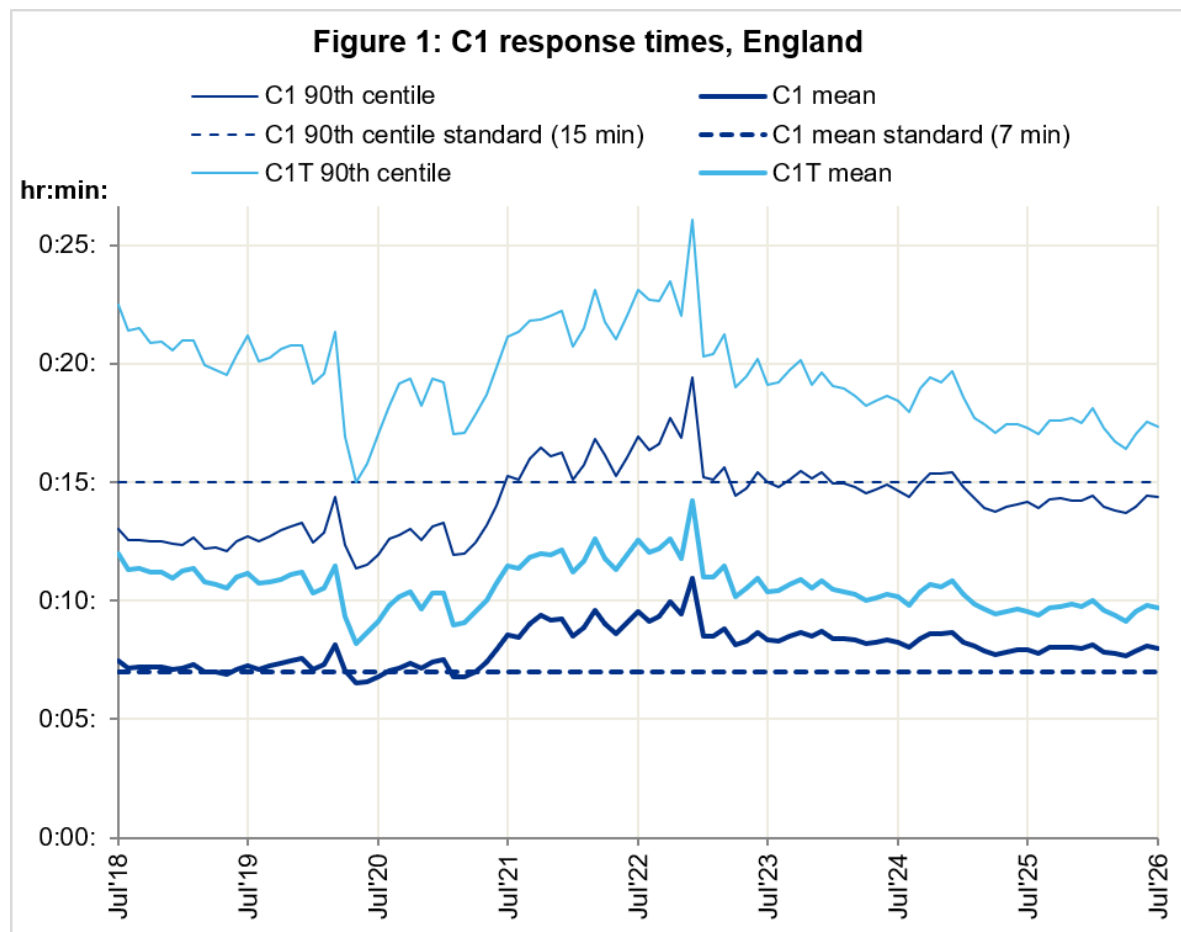
The percentage of incidents resolved on the telephone in July 2026 was the second highest proportion on record.

1. Ambulance Systems Indicators (AmbSYS)

1.1 Response times

For C1 for England, the mean response time in July 2026 was 8 minutes exactly, and the 90th centile was 14:23. These were both faster than June 2026 but still slower than the previous four months. The average standard¹ of 7 minutes has not been met since April 2021 but the 90th centile standard of 15 minutes has been met in every month since December 2024.

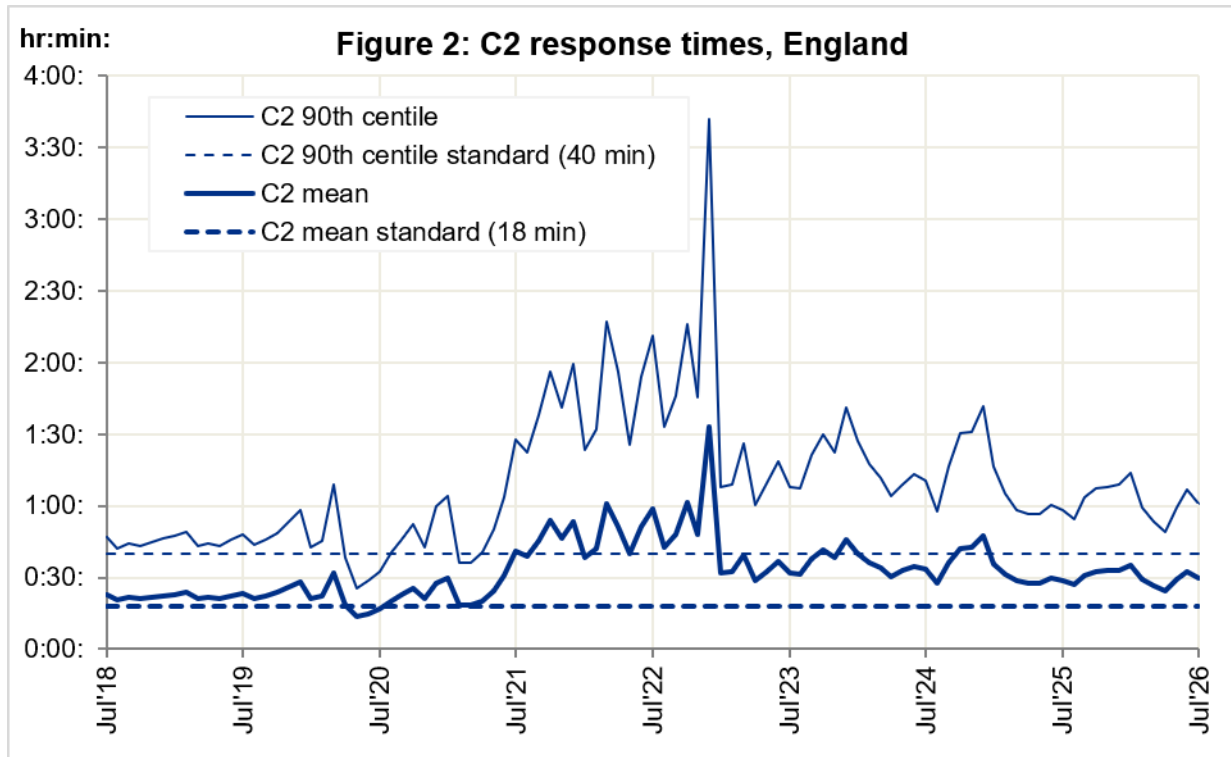
For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 9:41, and the 90th centile was 17:21. (Figure 1)



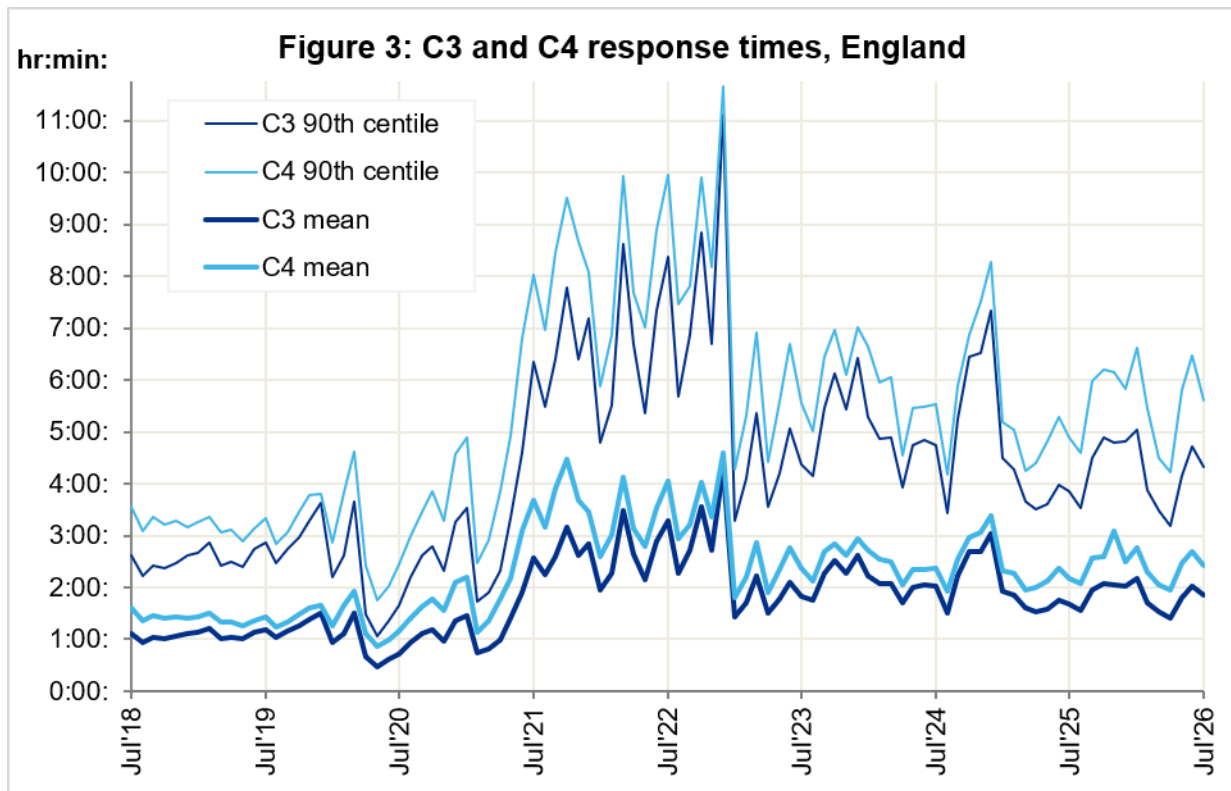
¹ Standards in the NHS Constitution Handbook:

<https://www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england>

The July 2026 England C2 average was 29:49 and the 90th centile was 1:00:39, both faster than June 2026 but still slower than the previous 4 months. (Figure 2)

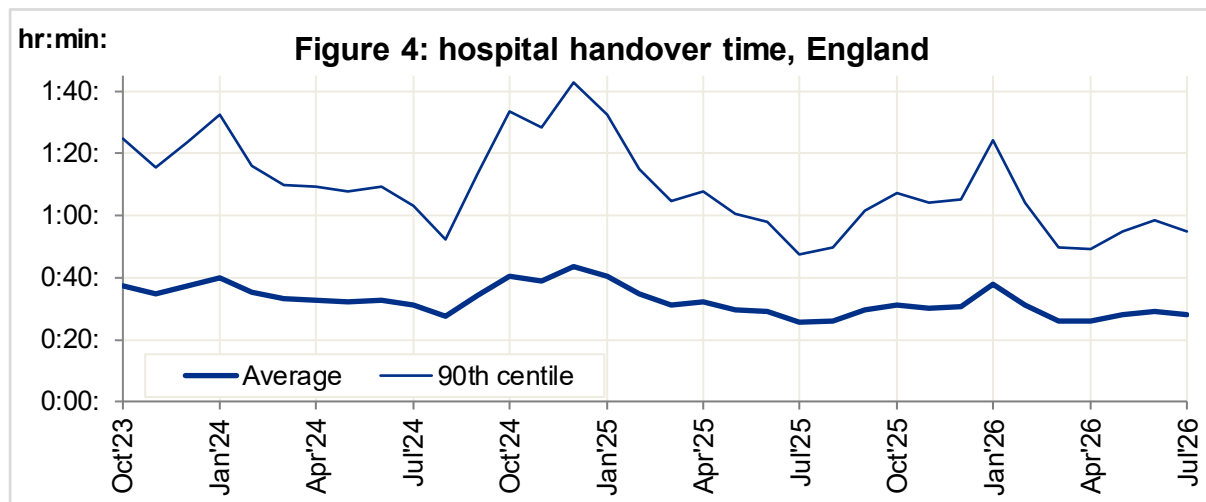


For England in July 2026, the C3 average was 1:51:27 and the 90th centile was 4:19:33. The C4 mean was 2:24:42, and the 90th centile 5:36:41. (Figure 3)

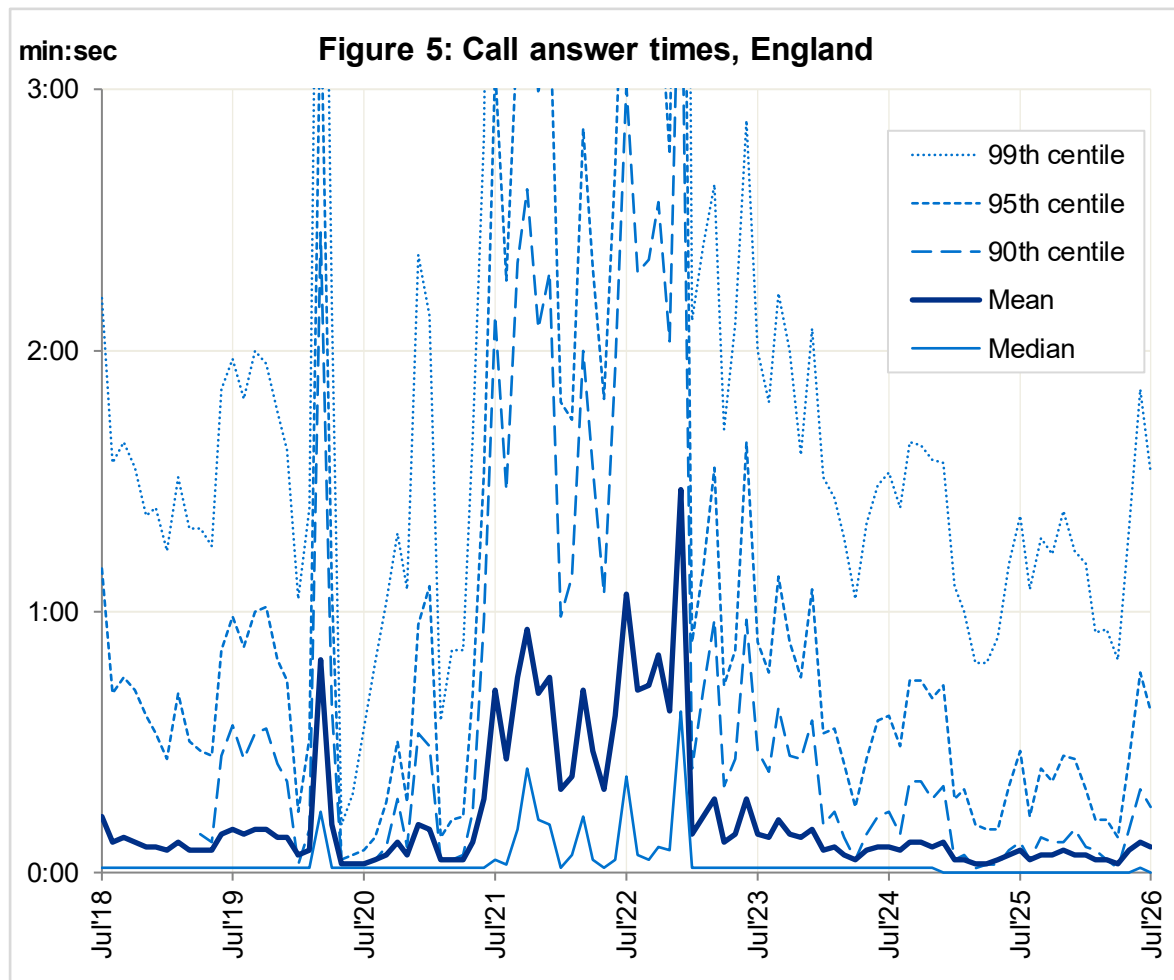


1.2 Other Systems Indicators

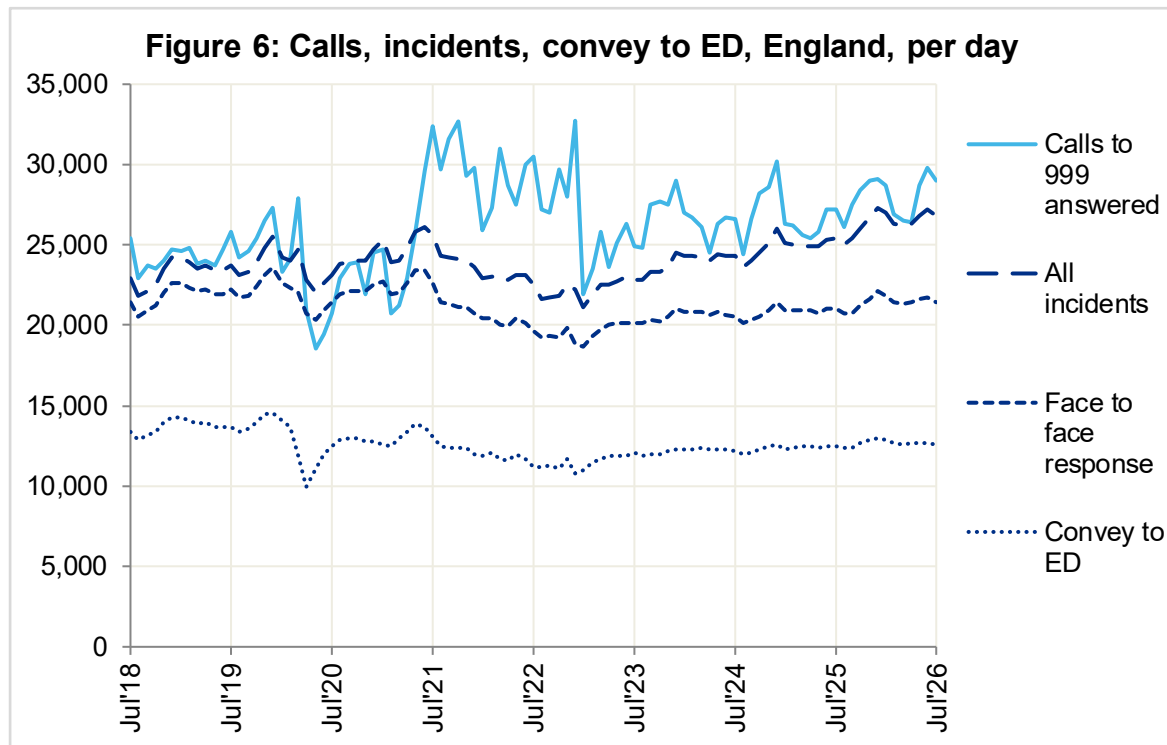
The average handover time in England in July 2026 was 28:07. This is faster than June 2026 but still slower than the previous three months. (Figure 4)



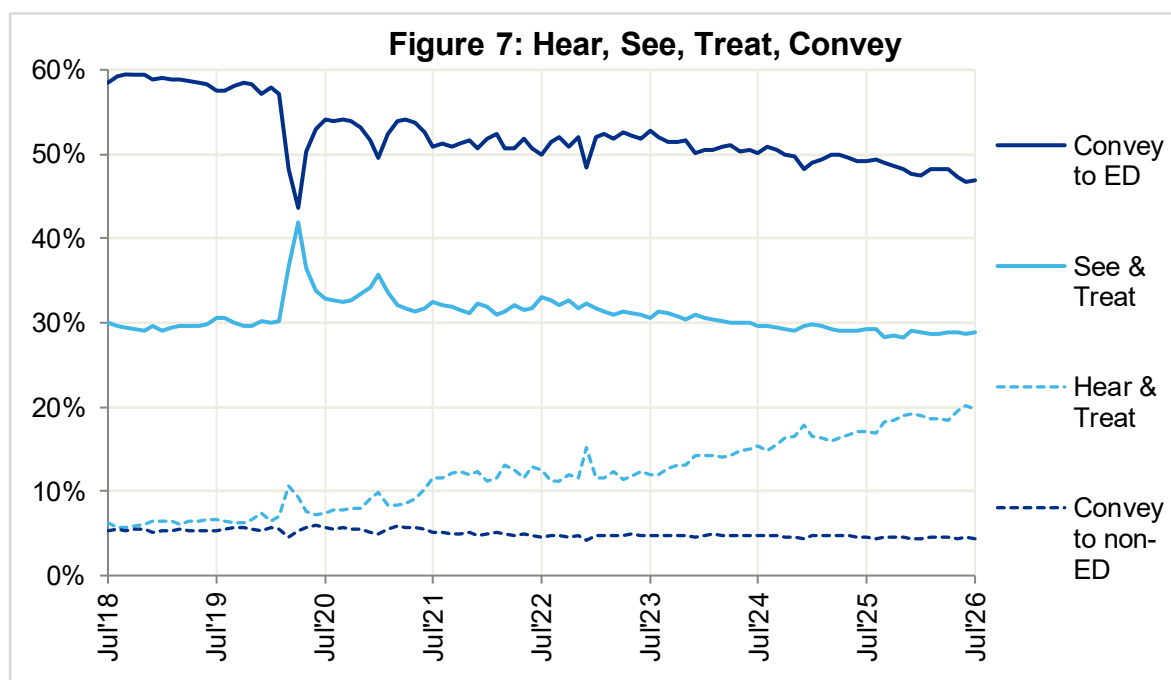
The July 2026 mean 999 call answer time was 6 seconds, faster than June 2026 but still the second slowest since December 2024 (Figure 5). The number of 999 calls answered per day was the most in July since July 2022. (Figure 6).



There were 829,675 incidents, or 26.8 thousand per day, over 1,300 more per day than there were in July 2025. Of those, 665,355 (21.5 thousand per day) had a face-to-face response, and of those, 388,469 (12.5 thousand per day) required conveyance to an Emergency Department (ED). (Figure 6)



Ambulance Services in England closed 19.8% of incidents on the telephone (Hear & Treat) in July 2026, the second highest on record. The proportion closed on scene (See & Treat) was 28.9%. Other incidents comprised 46.8% with conveyance to ED – only April 2020 had fewer – and 4.4% with conveyance elsewhere. (Figure 7)



2. Ambulance Clinical Outcomes (AmbCO)

We summarise data in this Statistical Note for topics when we publish care bundle data for that topic. This commentary includes Falls and Stroke data.

2.1 Patients who have fallen and can be discharged on scene

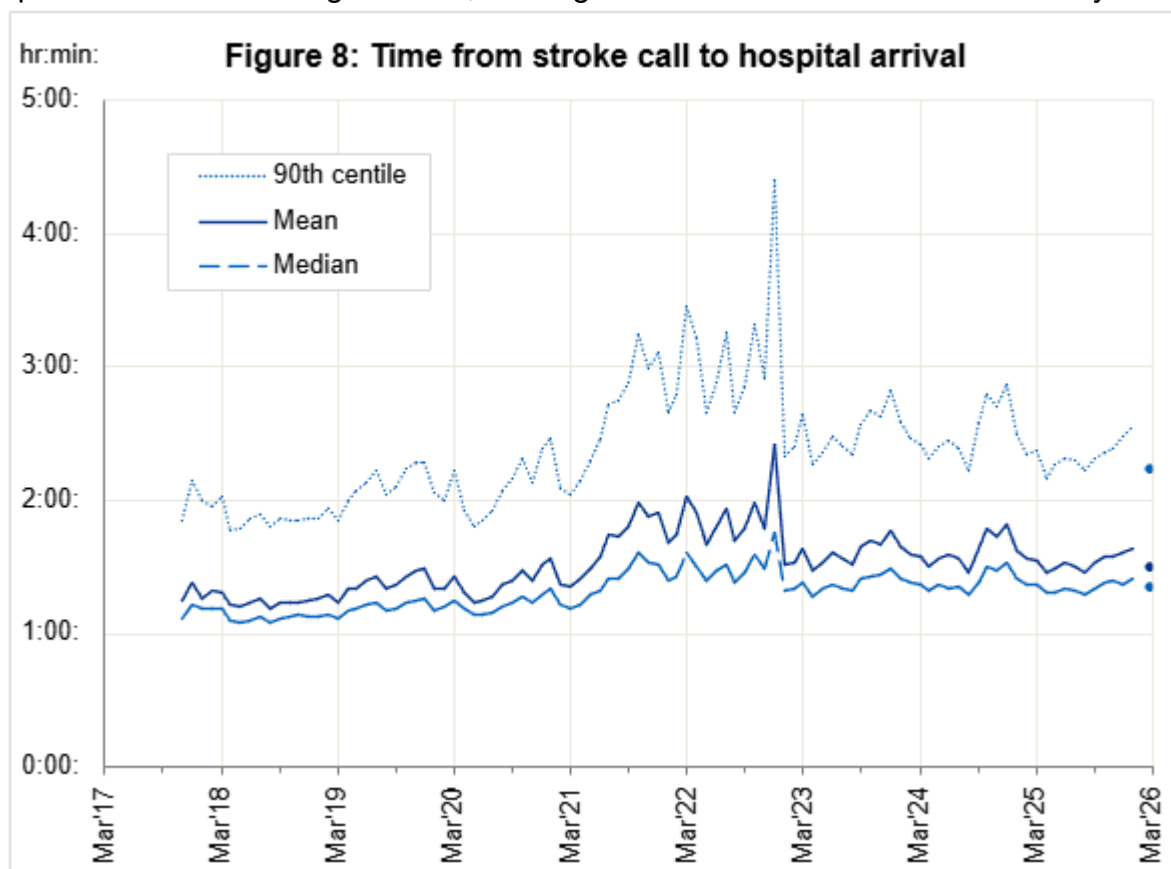
This indicator was first published for June 2024, and is reported for patients aged 65 and over, who have a fall from a height of less than two metres, are attended by an ambulance service and discharged on scene, whether they receive a particular care bundle.

This bundle includes a detailed physical examination and certain observations and assessments, along with documentation of a detailed medical history, and current medication. If a Trust attends more than 300 eligible patients in a month, it supplies these indicators for 300 patients chosen at random.

In March 2026, Trusts supplied data on 2,904 such patients, of which 1,682 (57.9%) received this care bundle, an increase from 56.3% of 3,079 patients in December 2025.

2.2 Stroke time to hospital and clinical intervention

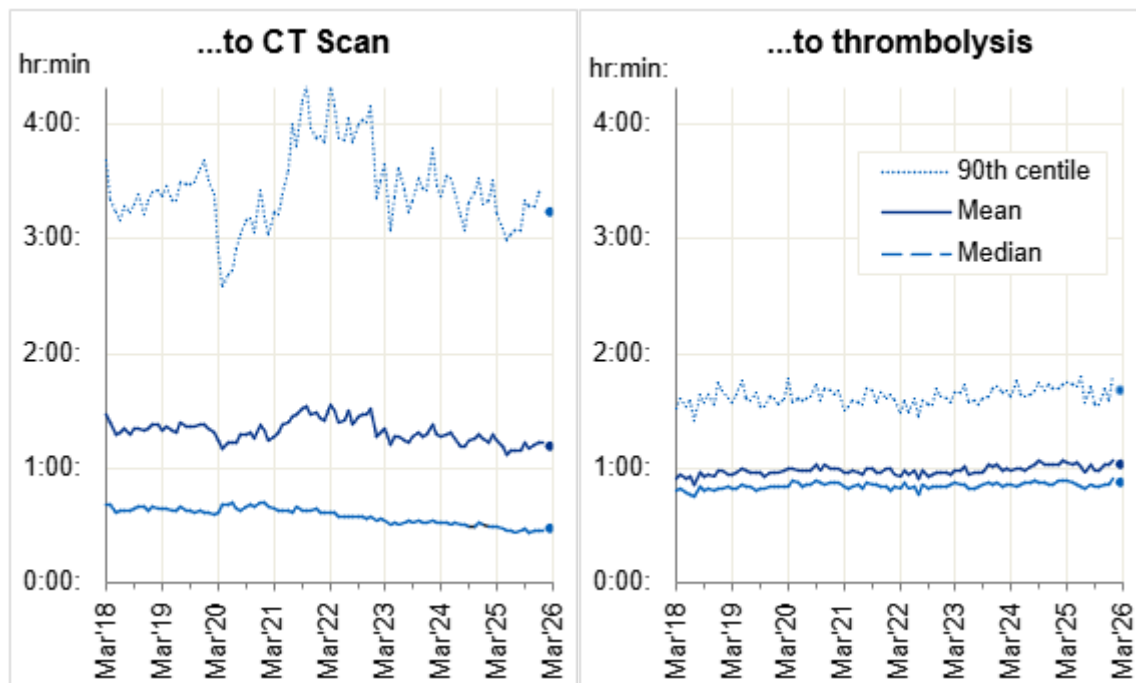
In England, the mean time from 999 call until arrival at hospital for patients who had a stroke was 1 hour 28 minutes in March 2026 (Figure 8, middle line). This is the quickest time since August 2025, although data are not available for February 2026.



In March 2026, the mean time from hospital arrival until CT scan was 1 hour 10 minutes, one minute quicker than the 2025-26 mean.

The mean time from hospital arrival to thrombolysis in March 2026 was 60 minutes. This is within previous mean monthly times (August 2017 to January 2026) varying from 52 to 64 minutes.

Figure 9: Time from hospital arrival for stroke...



3. Further information on AQI

3.1 The AQI landing page and Quality Statement

www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators, or <http://bit.ly/NHSAQI>, is the AQI landing page, and it holds:

- a Quality Statement for these statistics, which includes information on relevance, accuracy, timeliness, coherence, and user engagement;
- the specification guidance documents for those who supply the data;
- timetables for data collection and publication;
- time series spreadsheets and csv files from April 2011 up to the latest month;
- links to individual web pages for each financial year;
- contact details for the responsible statistician (also in section 3.5 below).

Publication dates are also at

www.gov.uk/government/statistics/announcements?keywords=ambulance.

The web pages for each financial year hold:

- separate spreadsheets of each month's data;
- this Statistical Note, and equivalent versions from previous months;
- the list of people with pre-release access to the data.

3.2 AQI Scope

The AQI include calls made by dialling either the usual UK-wide number 999 or its international equivalent 112.

As described in the specification guidance in section 3.1, incidents resulting from a call to NHS 111 are included in all AmbSYS indicators, except the counts of 999 calls (indicators A1, A124, and A125) and call answer times (A2 to A6 and A114).

3.3 Centiles

The centile data for England in this publication are not precise centiles calculated from national record-level data, but from each individual trust's centiles, weighted by their incident count, and averaged across England. So, if England only had two trusts, with centiles of 7 minutes and 8 minutes, and the former had twice as many incidents as the latter, the England centile would be 7 minutes 20 seconds.

3.4 Related statistics

NHS England publishes C2 response times for each Integrated Care Board (ICB) monthly at www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-management-information.

Data on patients handed over to each Acute Trust are available for whole months at that same webpage, and also for individual days during winter from 2017-18 at www.england.nhs.uk/statistics/statistical-work-areas/uec-sitrep.

The Quality Statement described in section 3.1 includes information on:

- the “Ambulance Services” publications <https://digital.nhs.uk/data-and-information/publications/statistical/ambulance-services> by NHS Digital and predecessor organisations with data from before 2000, to 2014-15;
- a dashboard with an alternative layout for AQI data up to April 2016;
- the comparability of data for other countries of the UK:

Scotland: See Quality Improvement Indicators (QII) documents at www.scottishambulance.com/TheService/BoardPapers.aspx

Wales: Data for Welsh Ambulance Services published by NHS Wales Joint Commissioning Committee at <https://jcc.nhs.wales/insighthub/asi>

N. Ireland: www.health-ni.gov.uk/articles/emergency-care-and-ambulance-statistics

3.5 Contact information

For media enquiries: nhsengland.media@nhs.net, 0113 825 0958.

The person responsible for this publication is Ian Kay, england.999iucdata@nhs.net, Operational Insights, Transformation Directorate, NHS England, 07918 336050.

3.6 Accredited official statistics

These official statistics were independently reviewed by the Office for Statistics Regulation in May 2015. They comply with the standards of trustworthiness, quality and value in the Code of Practice for Statistics and should be labelled “accredited official statistics”.